

Larue D. Carter Memorial Hospital The Carter Insider



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What's Holding You Back?

As you consider making New Year resolutions, ask yourself, "What's holding me back from more success in my job and personal relationships?" If you're like most people who are not seeing the success they desire, the most likely answer is: **inadequate people skills.** That's right—it's usually not lack of intelligence, talent, or good intentions.

Here are the five most common interpersonal habits that hold people back from realizing their full potential:

1. **Needing to be right all the time.**

You and your spouse are shopping. You both are hungry and you decide to grab something to eat. You want to go to Restaurant A, but your spouse insists on Restaurant B. You tell your spouse you don't want to go there because you've heard the food and the service are bad,

but you give in and go to Restaurant B. Sure enough, the food is overcooked and the server is rude. You have two choices—do you smugly point out how wrong your spouse is (and how right you are) or do you make the best of lunch and let it slide?

Ask yourself, "**Is proving I'm right worth the consequences?**" Pointing out your superiority may make you feel good for a brief moment, but your spouse is bound to resent it. If you act more diplomatically, there's a greater chance your advice will be appreciated in the future.



2. **Not listening.**

People will put up with a lot, but not paying attention to them is downright rude—and people will react if they feel ignored.

Pay attention to the person speaking to you. Make eye contact and don't interrupt.

Avoid the physical signs of impatience. Don't fidget, don't look at your watch, don't respond with mechanical "verbal tics" such as "uh-huh, uh-huh, uh-huh," etc.

3. **Making excuses.**

You're late meeting a friend to go see a movie. When you tell her, "It's not my fault I'm late—the traffic was bad and I couldn't catch any green lights," or, "I know I'm always late—I can't help it—it's just

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Pay-for-Performance Changes

Payment of the pay-for-performance (P4P) increases will be accelerated from April to February, impacting deadlines for the completion of annual appraisals.

The review period for these appraisals will be January 2007 through December 2007. Work profiles due with the appraisals will have the review period

January 2008 through December 2008. Work profiles due with these appraisals will have the review period January 2008 through December 2008. The appraisals cover past performance; profiles set the performance expectations for the coming review period.

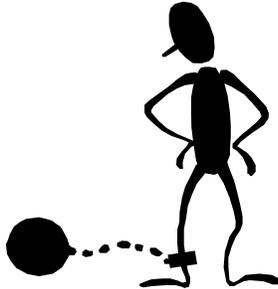
Supervisors should meet with their employees to review their

appraisals starting February 13. **Pay increases will appear on the February 27, 2008, pay-check.**

As of this writing, the percentages of increases has not been announced. We will be sure to keep you updated as soon as information becomes available.



What's Holding You Back? continued from page 1



the way I am," what you're really communicating is, "I'm going through the motions of apologizing, but I don't really mean it." Your friend could be justified in thinking, "Why do I have to suffer for your bad habit? If our friendship really matters, why don't you work on improving?"

Take responsibility for your actions. Say, "I'm sorry I'm late. It won't happen again," and mean it.

4. Becoming defensive when someone makes a suggestion or offers advice.

Before turning in a report to your supervisor, you show it to a co-worker. He tells you, "You really should run spell check on this. And the font is so small it's hard to read." You respond, "Why are you being so mean? I think this looks great!" You have just pushed this person away—and he won't try to help you again.

Even if you believe the person is wrong, say, "**thank you.**" This preserves the work relationship and keeps future channels of communication open. And who knows? Maybe your co-worker is right!

5. Getting angry.

Anger may make people do what you want, but they will not respect you. And **no respect means no progress** toward success.

If you have a severe anger management problem, you may need to seek counseling. For lesser problems, you could get someone to agree to be your "check-in" person. That person would check in with you a few times a week to see how you're doing. Having to be accountable to someone you trust can be a good motivator.

The Weather Outside Is Frightful

Ready or not, winter arrives December 22. And here in Indiana, winter brings ice and snow. So, like it or not, it's time to gear up for bad weather.



The Indiana Department of Transportation (INDOT) tells us that out of an average of 17 winter weather-related deaths each year, 11 of those deaths occur on roadways. So, it's important to remember these winter driving safety tips:

Knowledge:

Before leaving home, find out about the driving conditions. Safe drivers know the weather and their limits. If the weather is bad, remember: "**Ice and snow, take it slow,**" or just don't go.

Clear:

Remove any snow on your vehicle's windows, headlights, brake lights, and turn signals. Make sure you can see and be seen.

Inspect:

Check your vehicle's tires, wiper blades, fluids, lights, belts, and hoses. A breakdown is bad on a good day and dangerous on a bad weather day.

Time:

Leave plenty of time to reach your destination safely. It's not worth putting yourself and others in a dangerous situation just to be on time.

LCH Potpourri

Don't forget that the **Employee Holiday Gathering is December 19** from 2 pm to 4 pm in the gym! Good food, fun, and prizes will be the order of the day!

Congratulations to Alisa Shine, November Employee of the Month! Alisa is one of our dedicated Security Officers. And **congratulations to Diondrae Rice, December Employee of the Month!** Diondrae is an attendant on 3A.



You may have noticed the new parking area located just north of the hospital's north parking lot. This area belongs to the US Veterans' Administration and is **NOT to be used by LCH employees.** Any unauthorized vehicle parked in the new area will be removed by the Veterans' Administration Police. **Don't park there!**

We know who LCH's Biggest Loser is! The Division winner is **Youth Services**, which collectively lost 84 1/2

pounds. The individual Biggest Loser is **Clint Carter**, a teacher in the school. Congratulations go to the winners! And thanks go to all who participated. Keep up the healthy eating and the increased physical activity!

Trivia Question: What little "elf" has been going around the hospital and decorating bulletin boards in the lobby and in the halls for the last four months? Be the first to call or e-mail (continued on page 3)

When Gifts Are A No-No

It's that time of year when it's a good idea to review the **Gift Rule as it impacts state employees and appointees**. Remember these key points:

- The Gift Rule prohibits the receiving of any gift by employees or special appointees from anyone who has a business relationship with the agency or who is seeking to influence an action by the employees or appointees in their official capacities. This is true regardless of the value of the gift unless it falls under one of the exceptions listed in the rule.
- In the event you or your agency receives a prohibited gift, you may donate it or give it away to avoid violating this rule.
- You can find the entire text of the Gift Rule, including its exceptions, under 42 IAC 1-5-1, which can be found at www.in.gov/ig/ethics_rules/gifts/1_5_1_gifts.html. This site also gives

some examples of what is acceptable and what is not acceptable. It also gives some past advisory opinions on the Gift Rule.

This is the bottom line: **Don't accept gifts from people who want something from your employment.**



“Don't accept gifts from people who want something from your employment.”

Got a Physical Plant Emergency?

In order to provide a quick and responsible response to physical plant emergencies after hours, three supervisors will rotate being on call one week at a time from 7:00 am Monday to 7:00 am the following Monday. When problems occur in the hospital and the Security Office feels it is necessary to have maintenance come in to take care of the problem, Security can page the staff person on call. Examples of emergencies would be things such as:

- Exposed electrical wires
- Overflowing water
- Major sewer back-up (not a plugged toilet or sink)
- Broken window that cannot be secured by locking the door and relocating a patient
- Patient trapped or locked/barricaded in her/his room
- Extreme room or area

temperatures (occupied areas should be between 70 to 74 degrees)

Please direct all after-hour calls to Security extensions 4406 or 4501.

For repairs or maintenance during normal working hours (7:00 am to 3:00 pm Monday through Friday, except holidays), please direct your requests to the **Physical Plant Office at extension 4096.**



LCH Potpourri continued from page 2

Katie Johnson with the correct answer and win a prize!

LCH now has Video Relay Service (VRS) access for deaf patients. This system allows the deaf to see and communicate with their family and friends. The service and equipment is free for deaf patients. A special thanks goes to all who helped make this possible: **Denton Gross, Dr. Sarah Landsberger, Dr. Tim Lines, and John Mitchell.**

Check your December 19 paycheck stub to make sure the new deductions for 2008 health, dental and vision benefits are being withdrawn from your paycheck. Nine days should be at the old rates for the former plans; five days should be at the new rates for the new plans. If you find an error, contact **Kathy Scott** in Human Resources immediately.

LCH welcomes: Susan Froemming (Nurse Supervi-

sor), **Bhasker Jani** (Stores Clerk), **Nathaniel Major** (Mental Health Administrator), **Michelle Mercier** (LPN), and **John Nicoson** (Charge Nurse).

We say good-bye to: Tim Chittenden (Attendant) and **Mary Moody** (LPN).

Congratulations go to **Peggy Marks** on her promotion!



**INDIANA FAMILY
AND SOCIAL
SERVICES
ADMINISTRATION /
MENTAL HEALTH
AND ADDICTION**

Larue D. Carter Memorial Hospital
2601 Cold Spring Road
Indianapolis, IN 46222-2202

Phone: 317-941-4000
Fax: 317-941-4085

- Teaching
- Research
- Treatment

The Carter Insider
Editor: Deb Doty
This Month's Contributors:
Katie Johnson, Kelly Kessler, Pat
Mitchell, Kathy Scott, John Stolle,
Mike Wolf

December 2007

Our Vision

Our vision is to serve the citizens of Indiana as a center of excellence in mental health.

Our Mission

Our mission is to provide specialized treatment, education, and research in the field of mental health.

Quote of the Month:

"Every day brings a chance for you to draw in a breath, kick off your shoes, and dance."

Oprah Winfrey



Season's Greetings

